

2000

Consumer Satisfaction

for

Comprehensive Mental Health Services

Independence

Community-based Services

Division of Alcohol and Drug Abuse
Division of Comprehensive Psychiatric Services
Missouri Department of Mental Health



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Thanks to the many people who completed the survey and to the staff of participating agencies. Thanks to the members of the Consumer Satisfaction Work Group, the Outcomes Work Group and the Performance Measurement Group.

August 2000

DMH Satisfaction Survey Results

Consumer Satisfaction - 2000

Alcohol and Drug Abuse Services

Agency: Comprehensive Mental Health Services

Data: Total ADA & CPS

Demographics

		Agency Survey Returns		
		ADA/CPS	ADA	CPS
SEX	Male	39.3%	0%	40.7%
	Female	60.7%	100.0%	59.3%
RACE	White	84.7%	100.0%	84.2%
	Black	5.1%	0%	5.3%
	Hispanic	5.1%	0%	5.3%
	Native American	5.1%	0%	5.3%
	Pacific Islander	0%	0%	0%
	Other	0%	0%	0%
MEAN AGE		39.40	50.00	39.22
	0-17	3.3%	0%	3.4%
	18-49	73.3%	0%	74.6%
	50+	23.3%	100.0%	22.0%

Sample Size

Information is based on the number of returned forms and the number of people served according to DMH billing records.

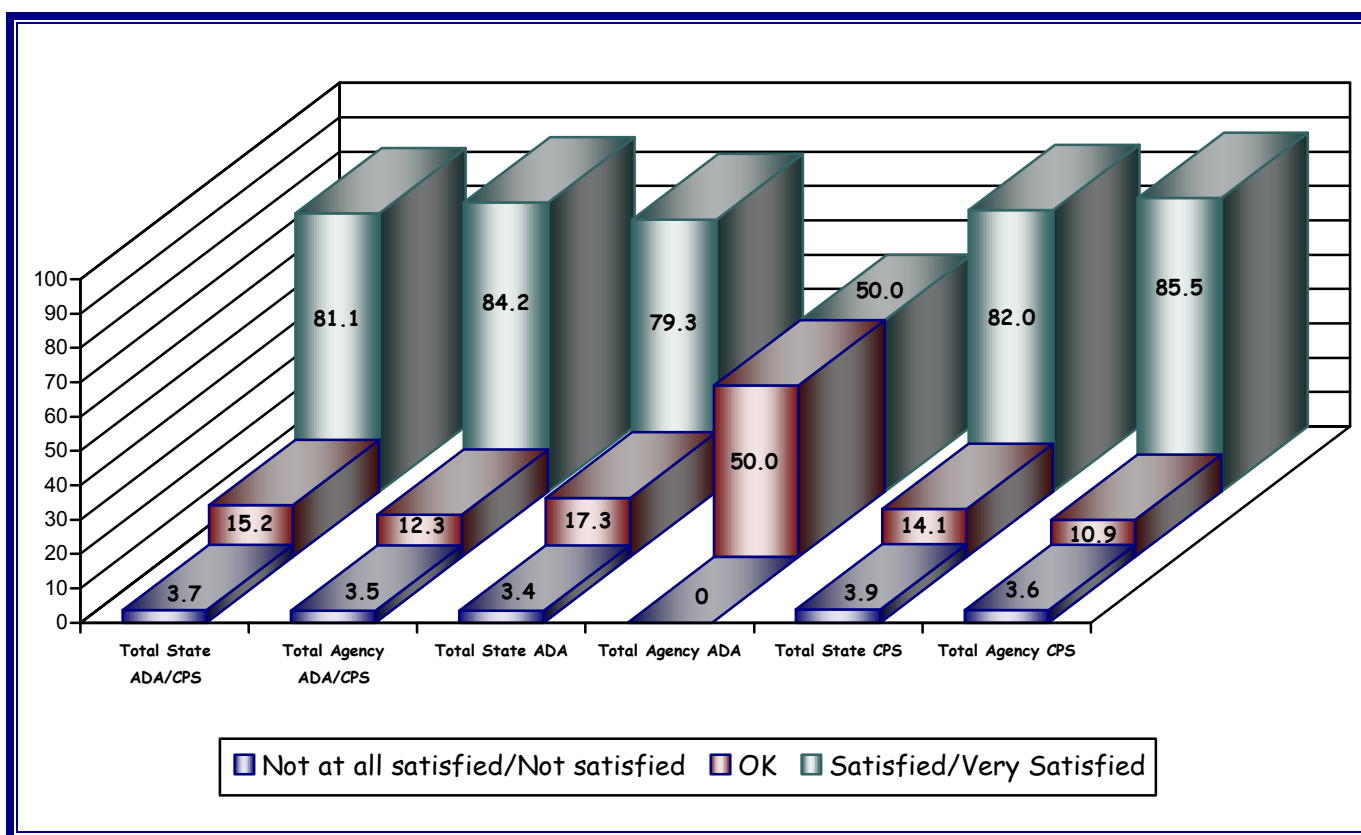
	Number Served April 2000	Number Forms Sent	Number Forms Returned	Percent of Served Returned	Percent of Forms Sent Returned
ADA/CPS					
Total State	33779		5787	17.1%	
Total Agency	744		62	8.3%	
ADA					
Total State	9142		1972	21.6%	
Total Agency	141*		2	1.4%	
CPS					
Total State	24637		3815	15.5%	
Total Agency	603*		60	10.0%	
* Unduplicated Count					

Services for the Deaf or Hard of Hearing

The following represents the percentage of affirmative responses for each item. Item 1(a) "Do you use sign language?" reflects the percent of only those who are deaf or hard of hearing who use sign language. Item 1(b) "Did this agency have signing staff?" reflects the percentage of agencies that deaf or hard of hearing consumers identified as having signing staff available for those who use sign language.

	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
1. Are you deaf or hard of hearing?	7.5%	11.5%	5.2%	0%	8.8%	12.0%
1(a). If yes, do you use sign language?	10.2%	0%	7.6%	0%	11.0%	0%
1(b). If yes, did this agency have signing staff?	26.0%	100.0%	17.0%	0%	29.0%	100.0%
2. Did this agency use interpreters?	7.1%	33.3%	8.3%	0%	6.5%	33.3%

Overall Satisfaction with Services

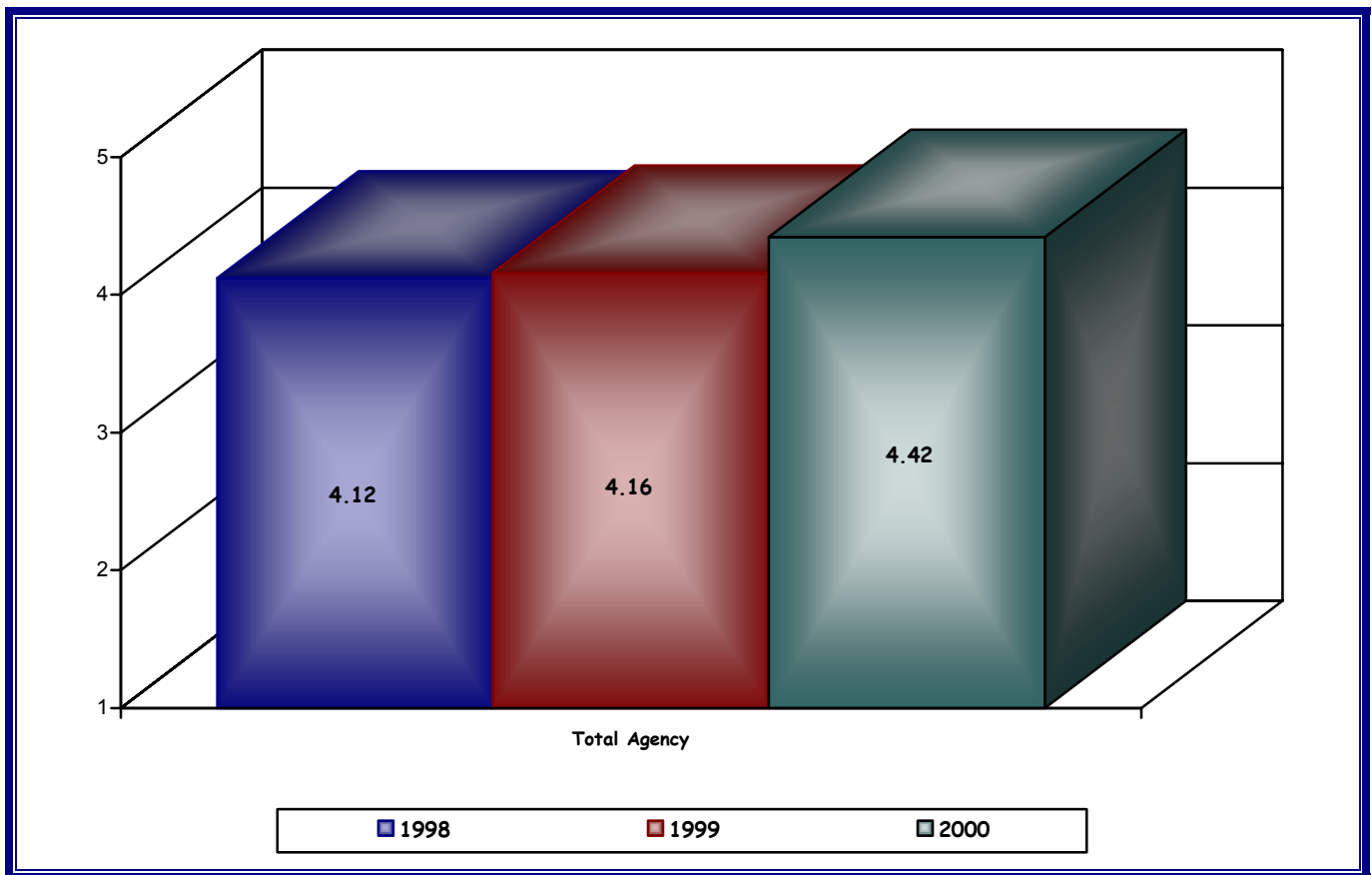


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall 81.1% of the state consumers who responded to the survey were "satisfied" or "very satisfied" with services in the Division of Alcohol and Drug Abuse and Comprehensive Psychiatric Services. The satisfaction percents were similar in both divisions of the Department of Mental Health.
- For this agency, 84.2% of the respondents expressed satisfaction with services when the data for both divisions were combined.
- Consumers served by the Comprehensive Psychiatric Services were more satisfied with services than the Division of Alcohol and Drug Abuse (85.5% versus 50.0% at least "satisfied").

Service Means Comparison of 1998, 1999 & 2000



Comparison of 1998, 1999 & 2000 Mean Ratings

Some of the key findings were:

- The mean satisfaction with services rating for this agency was 4.12 in 1998, 4.16 in 1999 and 4.42 in 2000.
- The mean satisfaction with services rating has increased this year.

Satisfaction with Services

How satisfied are you . . .	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
with the staff who serve you?	4.28 (5589)	4.48 (60)	4.22 (1915)	4.50 (2)	4.32 (3674)	4.48 (58)
with how much your staff know about how to get things done?	4.16 (5525)	4.23 (60)	4.08 (1911)	4.00 (2)	4.20 (3614)	4.24 (58)
with how staff keep things about you and your life confidential?	4.30 (5514)	4.38 (60)	4.21 (1919)	4.50 (2)	4.36 (3595)	4.38 (58)
that your treatment plan has what you want in it?	4.16 (5490)	4.40 (58)	4.11 (1907)	4.50 (2)	4.19 (3583)	4.39 (56)
that your treatment plan is being followed by those who assist you?	4.21 (5459)	4.31 (58)	4.16 (1898)	4.50 (2)	4.24 (3561)	4.30 (56)
that the agency staff respect your ethnic and cultural background?	4.35 (5308)	4.48 (54)	4.29 (1876)	5.00 (2)	4.39 (3432)	4.46 (52)
with the services that you receive?	4.26 (5532)	4.42 (57)	4.20 (1915)	4.00 (2)	4.30 (3617)	4.44 (55)
that services are provided in a timely manner?	4.17 (4988)	4.24 (58)	4.08 (1373)	4.00 (2)	4.20 (3615)	4.25 (56)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- At the state level, the participants in the Division of Alcohol and Drug Abuse (ADA) and Comprehensive Psychiatric Services (CPS) who responded to the survey were satisfied with the services they received. All ratings were above a mean of 4.00 (1=not satisfied... 5=very satisfied).
- The highest rating for the combined ADA/CPS survey results for this agency was with the staff who serve the consumer and that the agency staff respect the consumer's ethnic and cultural background (means of 4.48) The lowest rating was with how much staff know about how to get things done (mean of 4.23).
- The participants served by Comprehensive Psychiatric Services were more satisfied with services (mean of 4.44) than those served by the Division of Alcohol and Drug Abuse (mean of 4.00).

Satisfaction with Quality of Life

How satisfied are you . . .	ADA/CPS		ADA		CPS	
	State	Agency	State	Agency	State	Agency
with how you spend your day?	3.54 (5492)	3.53 (60)	3.69 (1904)	4.00 (2)	3.47 (3588)	3.52 (58)
with where you live?	3.70 (5468)	3.83 (60)	3.77 (1885)	3.50 (2)	3.65 (3583)	3.84 (58)
with the amount of choices you have in your life?	3.50 (5491)	3.86 (59)	3.63 (1917)	5.00 (2)	3.44 (3574)	3.82 (57)
with the opportunities/ chances you have to make friends?	3.63 (5477)	3.78 (60)	3.82 (1907)	5.00 (2)	3.53 (3570)	3.74 (58)
with your general health care?	3.74 (5436)	3.91 (58)	3.80 (1872)	4.50 (2)	3.70 (3564)	3.89 (56)
with what you do during your free time?	3.60 (5477)	3.83 (60)	3.74 (1897)	5.00 (2)	3.52 (3580)	3.79 (58)
How safe do you feel...						
in your home?	4.06 (5504)	4.18 (60)	4.26 (1897)	4.50 (2)	3.96 (3607)	4.17 (58)
in your neighborhood?	3.90 (5457)	4.05 (60)	4.08 (1894)	5.00 (2)	3.81 (3563)	4.02 (58)
<p>The first number represents a mean rating.</p> <p><i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied.</p> <p><i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe.</p> <p>The number in parentheses represents the number responding to this item.</p>						

Some of the key findings were:

- The participants were less satisfied with their quality of life than the services they received.
- The highest rating on the quality of life items was with how safe the consumers feel in their home (mean of 4.18) and the lowest rating was with how they spend their day (mean of 3.53).

Previous Feedback

The last page of the survey offered people the opportunity to address any issues by writing in comments. These hand-written comments were copied and faxed back to your agency as they were received. The primary purposes for this action was to allow for immediate feedback from the people you serve, to give you the opportunity to make any necessary improvements, and to pass along compliments to your staff.

Sampling Methodology

Consumer Satisfaction Forms were given to people served by ADA and CPS during April 2000. For MRDD, data was collected through interviews.

People who received services from more than one program or agency received more than one survey. Therefore, some people completed more than one survey.

While this method may not have achieved a sufficient sample size to represent the opinions of all people who receive services from each provider, the survey has provided people with an opportunity to express their opinions and concerns. Giving the majority of people who receive DMH services a quick and simple way to express opinions and concerns about service quality is a major aim of this process.

Use of Data and Quality Improvement

The methods of data collection, the survey content and the survey results should all be considered in terms of quality improvement. The Missouri Department of Mental Health Satisfaction Survey has been designed as a quality improvement process, not as traditional mental health research.

There are two primary uses of this data. First, this data gives the Department of Mental Health an expression of the level of satisfaction of the people served by the Missouri DMH system as a whole.

Second, this data is designed to support quality improvement processes at the provider level. Each provider will have a basis upon which to compare the level of satisfaction of the people who receive services at their agency with other providers of their type and the state as a whole. This comparison makes it possible for each provider to improve the quality of the services they offer. In addition, each provider can get a clear idea of some of the issues that are important to the people they serve.

It is important to understand the context of services at each agency when interpreting the meaning of survey results. Differences in the population served at each agency, variations in service provision, and particular cultural characteristics of the community in which services take place must be taken into account as providers use this information to improve the quality of services. This report does not attempt to take into account these variations. As your agency engages in quality improvement, it is your responsibility to understand and take into account these local variations in order to make the most of the information contained within this report.

Please forward any suggestions for improvement of the survey process to Gary Harbison, Outcomes, Missouri Department of Mental Health, PO Box 687, Jefferson City, Missouri 65102. Additional information about survey results may be obtained by contacting Christine Rinck, Ph.D., University of Missouri-Kansas City Institute for Human Development, 2220 Holmes, 3rd Floor, Kansas City, Missouri 64108.